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Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

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Rev. 10/95

TRANSMITTAL FORM

(to be used for all correspondence during pendency of filed application)

U.S. Department of Commerce Patent and Trademark Office		Application Number 09/782,677
		Filing Date February 12, 2001
		First Named Inventor Mark C. Pace et al.
		Confirmation No. 8995
		Group Art Unit Number 3713
		Examiner Name Scott E. Jones
Total Number of Pages in This Submission 5**		Attorney Docket Number 19538-05784

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ENCLOSURES (check all that apply)

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<input checked="" type="checkbox"/> Information Disclosure Statement & PTO-1449 <input checked="" type="checkbox"/> Copies of IDS Cited References	<input type="checkbox"/> Certified Copy of Priority Document(s)
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REMARKS:** IDS References are not counted in total pages submitted.

SIGNATURE OF ATTORNEY OR AGENT

Signature:	<i>Robert A. Hulse</i>
Attorney/Reg. No.:	Robert A. Hulse, Registration No. 48,473
Dated: 11/12/02	

CERTIFICATE OF MAILING

I hereby certify that this correspondence, including the enclosures identified above, is being deposited with the United States Postal Service as first class mail in an envelope addressed to: BOX NON-FEE AMENDMENT, Commissioner for Patents, Washington, D.C. 20231 on the date shown below

Signature:	<i>Robert A. Hulse</i>
Typed or Printed Name:	Robert A. Hulse
Dated: 11/12/02	

19538-05784/SF/5087359.1



PATENT

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

APPLICANT(S): Mark C. Pace et al.

APPLICATION NO.: 09/782,677

FILING DATE: February 12, 2001

TITLE: AUTOMATED SERVICE SCHEDULING SYSTEM BASED ON
CUSTOMER VALUE

CONFIRMATION NO: 8995

EXAMINER: Scott E. Jones

GROUP ART UNIT: 3713

ATTY. DKT. NO.: 19538-05784

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Dated: 11/12/02

By: Robert A. Hulse
Robert A. Hulse, Reg. No. 48,473

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WASHINGTON, DC. 20231

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT
Under 37 CFR §§ 1.56 and 1.97-98

SIR:

Pursuant to the provisions of 37 CFR §§ 1.56 and 1.97-98, enclosed herewith is modified form PTO-1449 listing references for consideration by the Examiner. A copy is enclosed herewith of each listed reference which may be material to the examination of this application, and with respect to which there may be a duty to disclose.

The filing of this Supplemental Information Disclosure Statement shall not be construed as a representation regarding the completeness of the list of references, or that inclusion of a reference in this list is an admission that it is prior art or is pertinent to this application, or that a search has been made, or as an admission that the information listed is, or may be considered to be, material to patentability, or that no other material information exists, and shall not be construed as an admission against interest in any manner.

This Supplemental Information Disclosure Statement is being filed:

- before the mailing date of a first office action on the merits;
- before the mailing of a first official action after the filing of a request for continued examination (RCE) under 37 CFR § 1.114;
- after three months of the filing date of this national application or the date of entry of the national stage in an international application, or after the mailing date of the first official action on the merits, whichever event last occurred, but before the mailing date of the first to occur of either: (1) a final action under 37 CFR § 1.113; or (2) an action that otherwise closes prosecution in the application, and:
 - attached hereto is the fee set forth under 37 CFR § 1.17(p) for submission of this Information Disclosure Statement under 37 CFR § 1.97(c); OR
 - Applicant certifies pursuant to 37 CFR § 1.97(e) that:
 - each item of information contained in this Information Disclosure Statement was first cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Statement; OR
 - no item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application and, to the knowledge of the person signing this certification after making reasonable inquiry, no item of information contained in this Statement was known to any individual designated under 37 CFR § 1.56(c) more than three months prior to the filing of this Statement;
- before the payment of the issue fee but after the mailing date of the first to occur of either: (1) a final action under 37 CFR § 1.113; or (2) an action that otherwise closes prosecution in the application, and:
 - Applicant certifies pursuant to 37 CFR § 1.97(e) that:
 - each item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Statement; or

- no item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application and, to the knowledge of the person signing this certification after making reasonable inquiry, no item of information contained in this Statement was known to any individual designated under 37 CFR § 1.56(c) more than three months prior to the filing of this Statement; AND
- attached hereto is the fee set forth under 37 CFR § 1.17(p) for submission of this Information Disclosure Statement under 37 CFR. § 1.97(c); OR
- after the payment of the issue fee. Applicant request that the information contained in this Information Disclosure Statement be placed in the file according to 37 CFR § 1.97(i), although the information may not be considered by the USPTO.
- Each item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart application, and the communication was not received by any individual designated in 37 CFR § 1.56(c) more than thirty days prior to the filing of this Information Disclosure Statement. 37 CFR § 1.704(d).
- Applicant submits that no fee is required for the consideration of this Supplemental Information Disclosure Statement.

Consideration of the listed references and favorable action are solicited.

Respectfully submitted,
MARK C. PACE AND THOMAS W. COOK

Dated: 11/12/02

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Substitute for form 1449A/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

Sheet

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of

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Complete if Known	
Application No.	09/782,677
Filing Date	February 12, 2001
First Named Inventor	Mark C. Pace et al.
Art Unit	3711
Examiner Name	Scott E. Jones
Attorney Docket Number	19538-05784

U.S. PATENT DOCUMENTS				
Examiner Initials*	Cite No. ¹	Document No.	Publication Date	Name of Patentee or Applicant of Cited Document
	A1	US-5,242,163	09/07/1993	Fulton
	A2	US-5,259,613	11/09/1993	Marnell, II
	A3	US-5,505,449	04/09/1996	Eberhardt et al.
	A4	US-5,611,730	09/18/1997	Weiss
	A5	US-5,954,583	09/21/1999	Green
	A6	US-5,971,271	10/26/1999	Wynn et al.
	A7	US-5,999,808	12/07/1999	LaDue

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FOREIGN PATENT DOCUMENTS				
Examiner Initials*	Cite No. ¹	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document

OTHER REFERENCES – NON-PATENT LITERATURE DOCUMENTS

Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T ⁶

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Examiner Signature	Date Considered
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609.

Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹Applicant's unique citation designation number (optional). ²See Kinds Codes of USPTO Patent Documents at www.uspto.gov or MPEP 901.04. ³Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶Applicant is to place a check mark here if English language Translation is attached.